

DISC Newsletter

Annual Exercises

By: Cheryl Shaughnessy

The DISC annual Disaster Recovery exercise is a great example of teamwork at work in the State of Kansas. I counted over 40 employees involved from 7 different State agencies.

Each year our backup tapes are sent to a mainframe recovery facility in Chicago. The tapes are used to rebuild the DISC mainframe system and software. The agency programmers and tech's then recover their databases and test the information to make sure the recovered data is accurate. We have use of the Chicago system for 48 hours, but the planning begins weeks before.

I would like to thank everyone in DISC and the other agencies that work to document and learn from this exercise. It is truly teamwork at its best!



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Employee Information

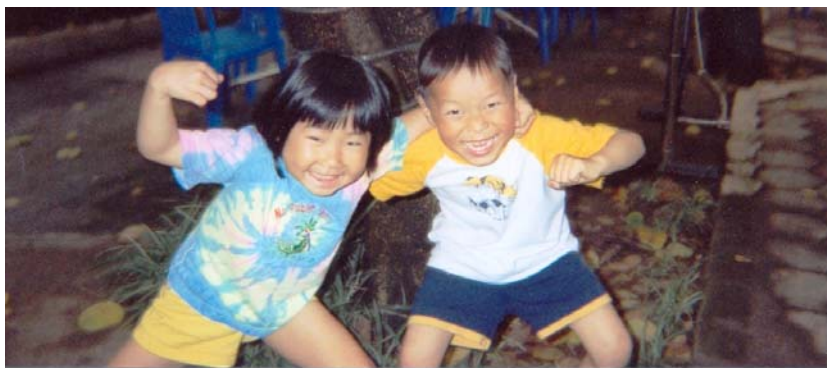
HAPPY AUGUST BIRTHDAYS



New Arrivals

Deb Harrop welcomed her son Ross into their family in June.

(Marie 5 and Ross 5 1/2)



Dave Timpany welcomed his new grandson Kellen Michael into his family on July 4, 2006.



In Sympathy of

John Perkins son,
Trever Harness

Sorry for your loss

KUDOS

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BDAS:

To: Alicia Etzel and Amrutha Ravikumar

The computer training is a hit with KDOT. Kudos to Alicia and Amrutha for their design. DISC did a great job and let's recognize that by giving attribution in the final panel <http://www.da.ks.gov/sectrain/>. From: Mike Branam, Cheryl Fink, and Ben Nelson, KDOT

To: Alicia Etzel and Internet Services team

Kudos to Alicia and the Internet Services Team for their work on the Governor's new website! From: Denise Moore
Great job! I have heard a lot of positive comments, including from my wife! From: Jeremy Anderson, Governor's office

BIS:

To: Linda Schramek

Just wanted to say thanks to you and everyone in your group involved with helping me with the LIEAP stuff. I know I was a big pain and you graciously put up with me. I think you bent several rules helping me meet deadlines and deal with the junk data in those files. I truly appreciate your kindness and see again what a wonderful person you are. Your friends are very lucky to have you as their friend!!!!!! Thank you, Ron Sheley, SRS

BOCS:

To: Larry Burton, and CSC Group

I would like to give a kudos to Larry Burton for being so patient with every different kind of customer we come across. He treats all his customer's like gold and he is always available for help anytime. I also would like to give a kudos to the entire CSC for being great co-workers and making me feel so welcome, I am very proud to be part of this team. Thanks, Holly Maes

To: Jesse Springer

My compliments to Jesse for not only his knowledge, but his patience with me. He is very kind, never judgmental, and never quick or even like I am using up too much of his time. He is such a help when I am struggling through things. I tell him over and over how much I appreciate him, and he is always humble about my accolades. Thanks to Jesse I know I will sleep very well tonight knowing that he worked me through my computer problem. Thanks, Jan Scoggins, Long Term Care Ombudsman

BOT:

To: Dan Czajkowski

I appreciate your time to finally resolve a recurring problem. Sharon Walker, SRS, called today and was VERY PLEASED with your service. Thanks again, Hank Sipple

To: Clayton Kinnett, Mark Peralta, Dana Jolley, Rob Dressman, Mike Rodecap, Jim Logan, Eric Hollaway, Tony Matalone

Once again, quality planning and flawless execution has resulted in an outstanding and virtually surprise-free effort Sunday morning, June 25th. The power work went smoothly and there was minimal disruption to the network and more importantly, our customers. Everyone should be proud of the job done and take note that we are improving how we manage the network. Thank you, Dave Timpany

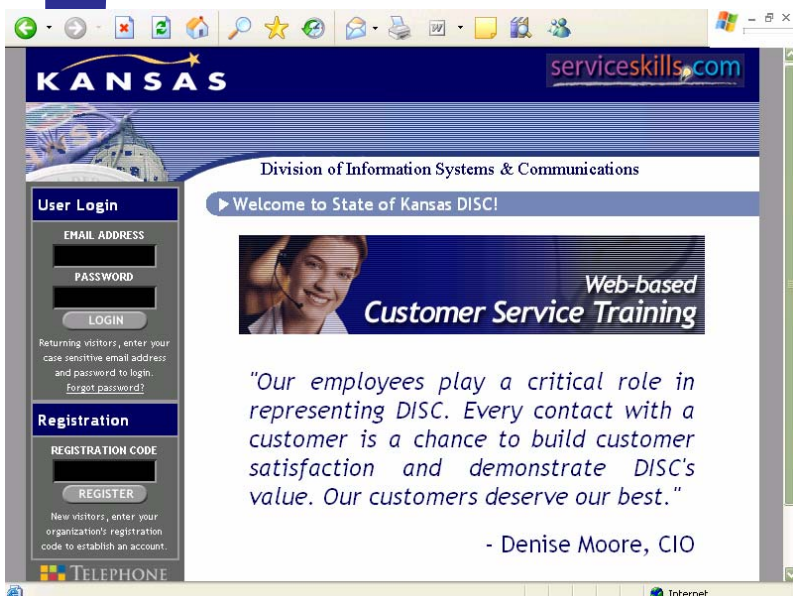
A job well done!

STARS Warrant Redesign

Marsha Rogers, Jim Arnold and Alex Bergquist worked with the State Treasurers office on the STARS Warrant Redesign and additional security features to prevent forgery. Thanks to all of them for their hard work on the changes and enhancements to the warrants.



DISC Training



With new training policies and a continuing effort to improve communication and customer services comes ServiceSkills Telephone Doctor. It is a program created for DISC employees to take various communications courses. Employees can log onto <http://disc.serviceskills.com/> for web based training that will further DISC's goal for better communications and customer service.

Each module takes up to 30 minutes to complete. It's new platform resembles a CD player for better usability. After the completion of a course, you may print a certificate of completion. You need to complete all 20 courses. Please contact your supervisor for sign on and password information.

Thank you all for your hard work and continued efforts to improve communications and customer service. Your efforts do not go unnoticed. If you need assistance signing in or need your password changed, please contact Ivan Weichert or Charlene Atwood.

Congratulations are in order for the following DISC personnel who have already successfully completed all twenty of the ServiceSkills Telephone Doctor on-line training modules. Thank you for taking this extra effort to make DISC a better service provider."

Evan Desbien	BOT
Liang Huei Fan	BDAS
Jim Gutzwiller	BOT
Kathy Kelley	BIS
Sandy Lawrence	BOT
Holly Maes	BOCS
Robert Michaelis	BIS
Lynn Moon	BOT
Judy Niccoli	BIS
Sharon Richardson	BIS
Dennis Smith	BIS
Greg Smith	BIS
Eric Smith	BIS
Dan Swearingen	BAS
Dave Timpany	BOT
Nancy Walden	BIS



As of 19 July 2006

Trivia of the month

Modern telecommunications began in the 19th century. In 1836, William Cooke and Charles Wheatstone patented the Telegraph. It revolutionized human telecommunications using Morse Code. It isn't very different than how computers communicate today through binary data.

In early 1915, the official ceremonies to open the first trans-continental line from New York to San Francisco commenced. Alexander Graham Bell, speaks to Tom Watson in San Francisco repeating the first complete sentence transmitted by telephone..."Mr. Watson - come here - I want you!". By August, the first trials of transmitting speech across the Atlantic begin.

Several days after the famous "Mr. Watson come here" Bell was testing his instrument over a longer distance. Bell and Watson were upstairs with one instrument while Charles Williams was using the other instrument downstairs. Someone called for Bell from another and as he went to the other room he handed the instrument to Watson and Bell said "here, hold this"; thus the term "putting someone on hold" was born.

In 1896 Dial telephones were introduced. The first machine switching telephones with finger wheels resembling those of today were placed in service at the city hall of Milwaukee, Wisconsin by the Automatic Electric Company. Earlier version of the dial telephones actually used push buttons.

Service Awards Ceremony

The State of Kansas Service Awards ceremony, held on July 13, 2006 in the Memorial Hall, celebrated the service of a few fellow DISC employees.

10 Years

David Bloyd
John Harper
Paxton Lopeman
Doug Quinn
Larry Workman Jr

20 Years

Anthony Appelhanz
Janelle Burgardt
Evan Desbien
Randal Drum
Liang-huei Fan
Dana Florschutz
Dan Glotzbach
Eric Holloway
William Kelly
Patrick Orr
Nancy Walden
Ricky Willoughby

30 Years

Regina Mannell
Gerry Merryman
Pamela Rodecap
Charlotte Thompson

KBOR using Kan-Ed services as a result of the KANWIN Kan-Ed peering connection

By: Dave Timpany, Eldon Rightmeier

Kan-ed received word the KanWIN to Kan-ed peering arrangement was complete and working as of May 16th, 2006. The connection was monitored for stability and all systems on both peered networks were seen as functioning appropriately.

Kan-ed ran a video test with the NOC on Monday May 22nd, 2006. The connection came up quickly and the video presence was clear. The route was traced and the appropriate connections appeared with very low latency readings. Connections with Greenbush, Fort Hays and other Kan-ed sites were also tested, everything worked well. KSDE was informed the connection is available for use.

Since May 22nd, the peering connection has been used by the Board of Regents for PNC meetings, NOC meetings and general video conferences. No problems have been encountered and video performance continues to be very good. We understand KSDE is also using the connection for meetings and training.

Many thanks to DISC and the Operations Center in Lawrence for establishing this peering connection. It will be a great benefit to many Kan-ed constituents who desire video communications with associated State resources.

Connie Stroud Rides Away

After 31 years, Connie Stroud decided to ride away into the sunset. Connie worked in the Production Control Unit in BIS as a Computer Operator II. Her tremendous help keeping the competition alive with Project Topeka over the years helped DISC exceed its projected goal. Now that Connie has time to relax, I'm sure she'll take a few out-of-state rides on her hog, go to a few KU football and basketball games and spend time with her beloved family. Thank you Connie for all your years of service.



Long-Time DISC Employee Retires

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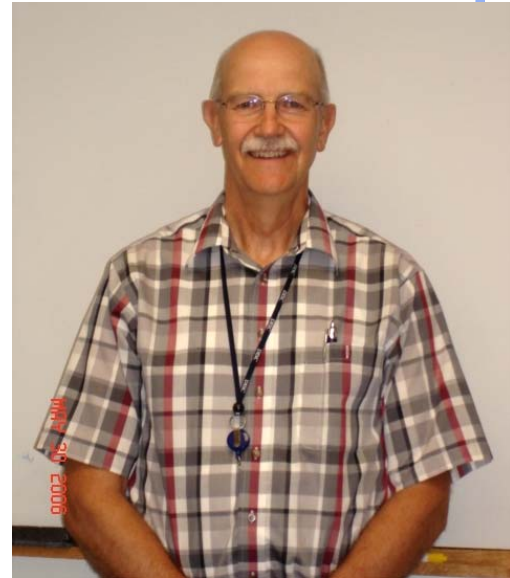


Joe Hennes long-time DISC employee and Bureau Manager of BIS retired June 16, 2006.

Joe began with state government in 1972 with KDOT working as a computer programmer. He transferred to Department of Human Resources, as it was called then, in 1977. He traveled the country as an instructor for DHR until 1987. In 1987 he came to DISC. He worked in various parts of BIS and

became Bureau Manager of BIS in 1999.

Joe was instrumental in implementing the Off-Site Data Center/Disaster Recovery Site and creating a "hosting" center within the DISC data center. This enables agencies to place their servers in our power redundant, environmentally enhanced, secure data center in the LSOB. He built good relations with many of our DISC customers over the years that has served DISC and state government well. Many projects have been done successfully with other agencies over the years with Joe's "team approach". For the last several months Joe implemented a Customer Relations program with several state agencies that surveyed our customers and the services DISC provides.



Joe has many interests outside of his professional life including restoring Chevy pickups (not Ford's but Chevy's!); John Deere farm equipment; farming and especially harvesting crops; sports including jogging; his children, grandchildren and his wife Jane.

We will miss you Joe and we wish you nothing but happiness in your retirement. Come back and see us.

Oh, by the way, it's rumored that Joe traveled to Seattle, (home of a rather large software company, whose name I shall not

mention, but if you look out the "Window" you might be able to guess it) and consulted with management there about moving all their applications to the mainframe. Just a rumor.

